

RECEIVED
CENTRAL FAX CENTER

APR 28 2004

OFFICIAL

Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive

Irving, Texas 75038

MailCode HQE03H14

Phone: 972/718-4800

Fax: 972/718-3946

E mail:

christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: G. GAUTHIER Sr. Paralegal – Intellectual Property
Group Art Unit: 2645

Fax: 703-872-9306

Pages
with 14
Cover:

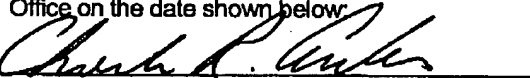
FORMAL SUBMISSION OF:

- 1) Transmittal Form; and
- 2) Amendment After Final Action

Title: APPARATUS AND METHOD FOR VISUALLY REPRESENTING EVENTS IN
CALLS HANDLED BY AN AUTOMATED RESPONSE SYSTEM
Serial No. 10/090,549 / 0090-546
Filing Date: March 4, 2002
First Named Inventor: Katherine GODFREY
Atty. No. 01-4004D

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: April 28, 2004

Amendment Under 37 C.F.R. § 1.116
Group Art Unit 2645, Expedited Procedure

In re Application of:

Docket No. 01-4004D

KATHERINE GODFREY ET AL.
 Application No: 10/090,546

Customer No.: 32127
 Examiner: Gauthier, Gerald

Filed: March 4 2002

Group Art Unit: 2645

For: APPARATUS AND METHOD FOR VISUALLY
 REPRESENTING EVENTS IN CALLS HANDLED
 BY AN AUTOMATED RESPONSE SYSTEM

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9306.

Dated: April 28, 2004

Signature:

Christian R. Andersen
 (Christian R. Andersen)

Mail Stop AF
 Commissioner for Patents
 P.O. Box 1450
 Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.



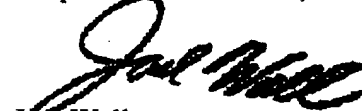
No additional fee is required.

The fee has been calculated as shown below

CLAIMS AS AMENDED						
	(2) CLAIMS REMAINING AFTER AMENDMENT		(4) HIGHEST NO. PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	*	MINUS	**			
	16		16	0	\$9 \$18	\$00
INDEP. CLAIMS	*	MINUS	***		x \$43 \$86	\$00
	4		4	0		
Fee for Multiple Dependent claims \$145°/\$290						\$-0-
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$00

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.
- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$_____.00 is enclosed.
- ☐ Charge \$_____ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$_____ to cover the fee for a _____ month extension is enclosed.
- ☐ A check in the amount of \$_____ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,


Joel Wall
Reg. No. 25,648

Date: April 28, 2004

c/o Christian R. Andersen
VERIZON CORPORATE SERVICES GROUP. INC.
HQE03H14
600 Hidden Ridge Drive
Irving, TX 75038
(972) 718 - 4800

NY_MAIN 419071_1 DOC

U.S. Appln. No. 10/090,546
Atty. Docket No. 01-4004D

Amendment Under 37 C.F.R. § 1.116
Group Art Unit 2645, Expedited Procedure

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

RECEIVED
CENTRAL FAX CENTER

APR 28 2004

In re Application of:)
:)
KATHERINE GODFREY ET AL.)
:)
Application No.: 10/090,546)
:)
Filed: March 4, 2002)
:)
For: APPARATUS AND METHOD)
FOR VISUALLY)
REPRESENTING EVENTS IN)
CALLS HANDLED BY AN)
AUTOMATED RESPONSE)
SYSTEM)

Examiner: Gauthier, Gerald

Group Art Unit: 2645

Customer No.: 32127

OFFICIAL

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT AFTER FINAL ACTION

Sir:

In response to the Office Action dated February 17, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.